

New Clay House Renovation Management Plan

1. Role and Responsibility of Owner and Managing Agent

The Owner, is contracting with Virginia Supportive Housing or an entity approved by Virginia Supportive Housing (VSH) to manage the property. VSH will develop all policies and procedures to operate the property with input from the Owner's Board of Directors. All policies and procedures will be approved by the owner prior to implementation.

Contact Information for Owner Representative:

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2. Staffing

Duties and Responsibilities of Staff: New Clay House will have an on-site Assistant Property Manager. The Assistant Property Manager will be responsible for supervising the operation of New Clay House, and will report directly to the Senior Property Manager who reports directly to the Director of Property Management. The Director of Property Management is responsible to the VSH Deputy Executive Director. (Please see attached job descriptions for Assistant Property Manager, Senior Property Manager and Director of Property Management.)

There will be a Night Monitor living on the premises. The Night Monitor reports directly to the Assistant Property Manager. (Please see attached job description for Night Monitor.)

A Case Manager will develop and implement individual treatment plans for the Residents, and identify services and providers to assist in meeting their needs. The Case Manager will report to the Clinical Services Supervisor. Supportive services will be optional for the Residents. (Please see attached job description for Case Manager.)

New Clay House will also employ one maintenance staff and two (2) full time and two (2) part time front desk clerks.

If property-related problems occur, such as maintenance problems, late or non-payment of rent, etc, the Assistant Property Manager will first become involved and will contact the Case Manager for assistance, if appropriate. The Assistant Property Manager and

the Case manager will work with the individual together on issues of common concern, such as non-payment of rent or disturbances in the building.

The Assistant Property Manager will be on call 24-hours a day if housing related problems occur.

Employee Requirements: All new VSH staff members have a six-month probationary period after which they are evaluated for continued employment. Thereafter, annual reviews are undertaken. VSH also has personnel policies and procedures that all employees must comply with as well as an employee handbook. These are reviewed and updated periodically and approved by the VSH Board of Directors' Executive Committee.

Compliance with Laws: All hiring at VSH is done in conformance with EEO and other applicable federal, state, or local requirements.

3. Marketing and Resident Selection

Resident Selection: Each locality that has Project-Based Vouchers for formerly homeless individuals at New Clay House will maintain their own waiting list through the local Redevelopment and Housing Authority and the Housing Authority will refer homeless individuals to this property as vacancies become available. Agencies that serve the target population, such as emergency shelters and transitional housing facilities in the region, police departments, departments of social services, mental health agencies, community service boards, centers for independent living, major hospitals, communities of faith, community action agencies, and other regional service providers, including home health agencies and nursing homes will refer potential applicants to the local housing authorities to complete an application for New Clay House.

These agencies may also refer potential residents to the units at New Clay House that are not reserved for formerly homeless individuals. These units will not have rental subsidies and will be available to individuals earning 50% or less of the Area Median Income. VSH will generate a waiting list for these apartments. Qualified applicants will be listed in chronological order by their date of application.

Selection and screening of Residents for the units receiving Project Based Vouchers will be the responsibility of the local housing authorities. Selection and screening of Residents for the units not receiving rental subsidies will be the responsibility of the Assistant Property Manager as directed by the Senior Property Manager and Case Manager as directed by the Clinical Services Supervisor. Specialists familiar with the target population may be consulted.

Applicants must meet the following admission criteria:

- Must be single, homeless, and at least 18 years of age.

- Must be able to live independently, handle their finances and maintain their residence. (Protective payees are accepted.)
- Must pay a security deposit equal to one month's rent or \$50, whichever is greater.
- Must be willing to adhere to all the lease requirements and New Clay House Rules and Regulations.

In addition, a rental history and credit check will be obtained on each applicant. Applicants who actively pose a threat to themselves or others as assessed by a mental health professional may be ineligible for admission.

Instruction in Laws: All VSH staff members are required to attend Fair Housing training at least annually, as well as training on other applicable laws, such as ADA.

Resident Selection Review: The Owner's Board of Directors will regularly review the Resident selection process.

Appeal Process: The local housing authorities will require that residents not approved for the subsidized housing units comply with their appeal process which is published in their administrative plan. VSH notifies applicants for the non-subsidized units in writing whether they are approved or denied for housing. Applicants who are denied may appeal by notifying the Assistant Property Manager in writing within ten days of denial. A meeting will be scheduled with the Senior Property Manager and/or Director of Property Manager to discuss the denial, whereupon a written final decision is sent to the applicant. If the applicant is dissatisfied with the appeal decision, he or she has the right to request a review by VSH Deputy Executive Director who will review the application and supporting paperwork and give written notification on a final ruling.

Resident Rents and Security Deposits: As specified above, Residents will be required to pay one month's rent as a security deposit or Fifty Dollars (\$50) whichever is greater. VSH will open a security deposit account that will draw interest and comply with the State's Landlord Resident Act with regard to the return of the security deposit. VSH will be responsible for all utility costs.

Marketing Units: VSH will carry out marketing activities promptly in compliance with all government program and fair housing requirements and in a manner which best achieves its objectives.

Providers are visited and contacted periodically, but no less than annually, and are given Application Guidelines, as well as any other relevant information about New Clay House. These Application Guidelines are updated annually and as information changes are faxed or sent to any person or agency that requests application information.

Selecting the Resident: VSH will handle the application process professionally using fair and consistent procedures and in compliance with Fair Housing and other applicable local laws. It will give every eligible applicant the full opportunity to qualify for residency in a vacant unit.

Receiving and Screening Applications: The criteria for admission into New Clay House are as follows:

Applicants must be:

- Single, homeless or earning 50% or less of the Area Median Income, and at least 18 years of age.
- Able to live independently, handle their finances, and maintain their residence. (This is not supervised housing.)

Applicants must furnish:

- Picture ID and Social Security card.
- Residency for the past two (2) years. Residency can be apartment, rooming house, shelter, and/or other temporary residency.
- Dates at each residence, i.e., move in and move out.
- Name of person responsible for residency as well as a contact address, zip code, and phone numbers.
- Amount of rent paid, if applicable.
- Employment, if applicable, with name of a supervisor, address, zip code, and phone number.
- Amount of income from employment or benefits received.

Criminal and credit investigation inquiries are performed with the authorization of the applicant.

Applicants who meet the above criteria and are interested in applying for a subsidized unit are directed to call their local housing authority. Persons who meet the above criteria and are interested in applying for a non-subsidized unit at New Clay House must call for an appointment and to set a time for a rental screening. This is a two part interview involving the Assistant Property Manager and the Case Manager. All potential residents will be required to have a rental screening.

When applicants arrive for their interview, they are asked to complete an application prior to the interview. Applicants are also required to comply with the following:

- Supply picture ID and Social Security card
- Sign release forms for Residential Inquiry, Verification of Rental History, and a Criminal History Record Request

During the interview with the property management staff, the applicant is given an opportunity to clarify information on the application and to ask questions. Any gaps in the dates provided for the rental history section of the application must be explained. The interviewer will document comments on the Interview Record and make sure the applicant has provided an address to mail the status of his/her application. If the

applicant was referred by a service agency, information must be obtained about the service agency in order to send a copy of the status of the application to the agency worker. A phone contact can be helpful also.

After the interview with the property management staff, the applicant meets with support services staff for part two of the initial interview. During this interview, a psychosocial assessment is done with the applicant to determine his/her appropriateness for this type of independent living. A copy of all inquiries is retained with rental applications.

The applicant's name, date of interview and names of verification references are then logged on the flow sheet. Once verifications are received, these are checked off. If all references have not been returned within thirty (30) days, a follow up call is made.

Credit checks for all properties are completed by the Desk Clerk. The application serves as the release form for the credit check. The applicant's name, address, social security number and date of birth are entered into OneSite Background and Screening. Credit information on the applicant is provided by the system immediately upon entering the information.

Criminal record checks for all properties are completed by the Desk Clerk. The applicant's information is entered into OneSite Background and Screening. Applicants must sign the request form. The applicant's name, social security number, date of birth, race and sex are keyed into the system using any of the computers at all properties. The criminal background check is received within 0 to 48 hours of entering the data, and contains aliases, a description of the person, last known address and any and all violations committed, convictions and sentences served by the applicant. Any felony conviction within the last five years is cause for denial of application.

When all of the information requested is received, the Assistant Property Manager then meets with the services staff to determine if an applicant is approved or denied. There are times when the services staff will approve an applicant, but information received by the property management staff will disqualify the applicant. This situation can also happen in the reverse. Both property management and support services must agree on an applicant in order for that applicant to be approved.

A status letter is mailed to the applicant and an approval copy is sent to the local housing authority, who will then notify the applicant by mail for a financial eligibility (Section 8 qualification) interview, if applicable. A list of required documents is included in the applicant's appointment letter. The applicant's failure to keep the appointment will generate a second appointment. The applicant is informed that failure to respond to the second appointment automatically deletes their name from the list.

Maintaining Waiting Lists: VSH will maintain the New Clay House Waiting List for units not receiving Project-Based Vouchers. An average of five (5) to ten (10) approved applicants is a good number to maintain on the waiting list. Applicants are encouraged

to continue to seek housing because of the small number of turnover. The local housing authorities will maintain the waiting list for the units receiving Project-Based Vouchers.

4. Procedures for Determining Resident Eligibility and for Certifying and Recertifying Incomes

Procedures for Certifying Income and Eligibility: Determining Resident eligibility and certifying and recertifying Resident income will be done by the local housing authorities. Income recertifications are performed annually from the date of move-in.

Measures to Protect Confidentiality: The Assistant Property Manager will keep Resident files at New Clay House and these files will be kept confidential.

5. Plans for Maintenance and Repair

Light Maintenance and Housecleaning: The maintenance staff under the direction of the Assistant Property Manager will be responsible for the overall maintenance of the buildings and common areas, including the laundry facilities and vending machine in each apartment building. Each Resident will be responsible for cleaning and maintaining his or her own apartment.

Repairs or light maintenance will be done by the Maintenance staff. The Assistant Property Manager will be on call to handle emergencies. Repairs will be reported to the Assistant Property Manager using a Work Order that is generated by a request from the Resident.

Procedures to Control Purchase and Inventory: The Assistant Property Manager will be responsible for purchasing necessary supplies and for keeping an inventory of the supplies or any equipment purchased for the apartments. The Assistant Property Manager will be responsible for keeping all purchases and work done in conjunction with New Clay House separate from other properties.

Procedures to Service Appliances and Mechanical Equipment: At move-in, each individual will be given an orientation package that will include care and maintenance of his or her apartment and appliances. The maintenance staff under the direction of the Assistant Property Manager will be responsible for servicing appliances and mechanical equipment. She or he will use the VSH approved vendor list for troubleshooting and for yearly maintenance of all equipment.

Inspection Procedures: The Assistant Property Manager will inspect the apartments prior to move-in and after move-out. Residents will be notified whenever possible in advance and in writing whenever inspections or servicing of their units is necessary. For emergency inspections, the Assistant Property Manager will attempt to contact the Resident prior to entry and will leave a note when exiting to inform the Resident of the reason for entry. Apartments will be inspected quarterly by the Assistant Property Manager. Residents will be notified in writing of the time and day of the inspection. The Case Manager will work with Residents to address housecleaning deficiencies.

Preparing Vacant Units: The Maintenance staff will be responsible for cleaning and repairing vacant apartments. This will include painting, if necessary.

Work Orders: Work orders will be given to the Assistant Property Manager who will determine whether the Maintenance staff is able to complete the repairs or if a contractor needs to be called. The Assistant Property Manager will arrange for the work to be completed by the Maintenance staff or a contractor as appropriate and then inspect the work that is done after completion.

Reimbursement for Resident Damages: Residents will be responsible for paying damages above normal wear and tear. The Assistant Property Manager will bill the Resident and collect.

Painting Schedule: Apartments will be painted as needed and when they are vacated.

Grounds Upkeep and Maintenance: VSH staff will address grounds maintenance.

Cleaning of Common Areas: Maintenance staff will be responsible for ensuring that the common areas are clean and maintained.

Emergency Repairs: The Assistant Property Manager will be on call to handle emergencies and will use the same contractors that are used by VSH for plumbing, heating, or electrical work. The Assistant Property Manager will also contract with companies used by VSH for mechanical and appliance checks on an annual basis. A monthly service contract will also be executed for extermination services.

Regular Inspections of Building and Grounds: The Assistant Property Manager will inspect the building and grounds periodically, note any required repairs or maintenance needs, and submit a report to the Senior Property Manager and/or Director of Property Management.

Preventive Maintenance Schedule: Annual inspections of the heating/cooling system, building systems, and major appliances will be conducted. Major repairs and replacements will be paid for out of replacement reserves. Inside and common area painting will be done as needed as will outside trim work.

6. Rent Collection Policies

VSH will ensure that all Residents are aware of the procedures and deadlines as they apply to the process of paying rent. All payment amounts and the proper procedures for timely payments are outlined in the lease which Residents sign at move-in. In addition, deadlines for the designations of "late payments" and their consequences are described as well.

Regular Monthly Actions to Collect Rent: Residents are not billed monthly for rent. Rents are set prior to move in and only change with annual recertification by the local housing authorities or recertification triggered by changes in a Resident's income. In both cases, Residents will receive a copy of their most recent certification or recertification and Management will also receive a copy. These copies will contain an "Effective as of" date, which identifies when the new rental amount should be applied. The Management copy of this form is kept in the Resident's folder.

Desk Clerks are responsible for collecting rents from Residents. At the beginning of each month, the Desk Clerk will generate an updated Rental Listing from the Assistant Property Manager's computer showing the most current rent owed. The Desk Clerk will put this sheet with the Delinquency Report to determine how much the Resident owes. (Refer to the next section for further information about the Delinquency Report.) When Residents pay their rent, the Desk Clerk indicates this on the Rental Sheet. If the Resident pays late charges, this is noted on the Delinquency Report.

Residents may pay their rent (and any other amounts that are owed) when the Desk Clerks are on duty, which is 8 AM until midnight. Residents may pay by check or money order, not by cash. If a rent payment with a personal check is returned for insufficient funds, the Resident will be charged \$30 and will no longer be able to use personal checks for the payment of rent. Management will maintain a list of Residents who can only use money orders. Residents are given a numbered receipt for their rent prepared by the Desk Clerk. The receipt will indicate the amount that was paid for rent as well as any late charges and will note the check or money order number on the receipt.

All rents that are collected are put in an envelope in a locked file cabinet in the Assistant Property Manager's office until such time as there are enough collected to deposit. A Desk Clerk will be selected and trained with the responsibility of depositing the rents. The deposit slip is completed by this Desk Clerk and given to the Assistant Property Manager for deposit.

Commencing Legal Proceedings for non-payment: On the sixth day of the month, the Desk Clerk will indicate on the Delinquency Report which Residents have not paid their rent. A \$10 late charge will be added to their account at this point and a 5 Day Notice of Non-Compliance will be completed by the Desk Clerk and/or Assistant Property Manager. The original is mailed and a copy is posted on the resident's door.

Failure to pay rent will result in issuing a 5 Day Notice of Non-Compliance to the Resident. The Case Manager will be notified and will work with the Resident on payment or finding another rental unit. If rent is not received within the allotted timeframe, an Unlawful Detainer will be issued and eviction will be pursued. Every attempt will be made to work with the Case Manager and the Resident so the individual will be able to continue to live in the unit.

7. Maintaining Account Records and Handling Necessary Forms and Vouchers

The Assistant Property Manager will receive all invoices and bills related to operation of the properties. He or she will initial and date each bill and submit the bills for payment as per the usual VSH distribution schedule and procedures. The VSH accountant will track all operating expenses in the computer program for each of the properties. Financial statements will be generated on a monthly basis and will be part of the VSH financial tracking system. Monthly financial reports are reviewed by the Deputy Executive Director, and Treasurer and then approved by the appropriate organizational Board and Executive Committee monthly. VSH is bonded and has insurance coverage. This project will be added to its coverage.

8. Plans for Residents – Management and Community Relations

The Assistant Property Manager will develop an orientation package for the Residents that will include care and maintenance of their apartment and the common areas they use, and the Case Manager will assist the Residents with orientation. Resident complaints will be brought to the Assistant Property Manager who will generally work with the Case Manager to help with resolution, depending on the complaint. The Assistant Property Manager will have regular contact with the Case Manager to ensure the smooth operation of New Clay House.

Support services staff work with our tenants to ensure a strong sense of connectedness in the apartment community as well as with the larger community. For example, individuals participate in community meetings, attend civic association meetings and community events, and plan and participate in recreational activities.

9. Security and General Administration

The Assistant Property Manager will maintain normal working hours but will be on call in emergencies. The Senior Property Manager or Director of Property Management will fill in for emergencies when the Assistant Property Manager is unavailable.

The buildings and apartments will be locked at all times. Only Residents and staff will have keys allowing access to the apartments and common areas.

Residents will have access to additional building amenities at no extra cost. These include an on-site laundry room and vending machines. Residents are also able to purchase cable television, telephone, and internet service for their apartments at an additional cost. Water, sewer, electricity, and trash are paid for by the property.

New Clay House Job Descriptions

Director of Property Management: The Director of Property Management is responsible for the supervision of all activities related to the Property Management Division of Virginia Supportive Housing (VSH) in Virginia. He or she will provide for the property management of all VSH housing projects in Richmond, Charlottesville and South Hampton Roads to include the physical property as well as the financial soundness of the site(s) operations. The Director of Property Management is also part of the Blended Management Team where Residential services staff and property management staff work together to ensure a safe and secure environment for the Residents while helping the Residents to become more independent and self-sufficient. The Director of Property Management reports to the Deputy Executive Director. Qualifications for the position include no less than five years of prior Residential property management experience, including knowledge of applicable federal and state housing laws and experience with Section 8 leasing and low-income housing management. Familiarity with budgeting and rental record keeping and excellent supervisory skills are also required.

Senior Property Manager: The Senior Property Manager is responsible for the supervision of all activities related to the Properties assigned in the Richmond Region. He/She will provide for the property management of the **VSH** housing communities to include the physical property as well as the financial soundness of the site(s) operation. The Senior Property Manager is also part of the Blended Management Team wherein residential supportive services staff and property management staff work together to ensure a safe and secure environment for all residents while helping individual residents to stay successfully housed and become more independent and self-sufficient. The Senior Property Manager supervises Assistant Property Managers and reports to the Director of Property Management. The Senior Property Manager is responsible for financial management of designated properties, including rent collections; Working with Director of Property Management to prepare annual budget for assigned VSH properties and submit same to Deputy Executive Director; On a monthly basis monitor actual NOI and take corrective action as necessary and in consultation with the Director of Property Management; Working with Director of Property Management, secure annual rent increase from appropriate government entity; Review delinquencies, work with Support Services and take action to reduce if problems exist, keeping in mind that the goal is to keep our residents housed; Recruit, hire, train and terminate all applicable site staff; Ensure assistant property managers, desk staff and maintenance personnel are operating per company policy and procedures; Ensure all rental and employment practices comply with federal, state, and local laws. Ensure fair housing practices are implemented and followed; Ensure that the properties are operated in compliance with all HUD and LIHTC guidelines; Ensure that property staff are implementing the maintenance program for each assigned property including compliance with established Preventive Maintenance Schedule; Ensure maintenance requests and apartment preparations are being handled per company procedures; Serve as senior purchasing agent and review and approve all non- budgeted operational expenses, up to \$1000; Ensure purchasing and approved vendors list are being used per company procedures and that all accounts payable are paid in a timely manner; Obtain necessary bids for any contract work. Make recommendation to Director of Property Management as to which contract to accept; Inspect all VSH properties monthly to ensure cleanliness, safety and high quality maintenance as well as accurate and well-organized tenant files; Assist the Director of Property Management in completion of quarterly management

reviews of all properties assigned; Assist the Director of Property Management in preparations for all desk and physical audits by government entities, regulators, funders, and partners; Work in a coordinated effort with the other divisions in regards to: public inquiries, tours, volunteer activities, new development planning, and residential services program planning and implementation.

Assistant Property Manager: The Assistant Property Manager is responsible for the supervision of all activities related to the property management of New Clay House. He or she is also a part of the Blended Management Team where Residential services staff and property management staff work together to ensure a safe and secure environment for the Residents while helping the Residents to become more independent and self-sufficient. The Assistant Property Manager reports to the Senior Property Manager. Specific duties and responsibilities are to recruit, hire, train, and supervise all applicable site staff under the direction of the Senior Property Manager; coordinate the marketing, application, and leasing process for New Clay House with applicable Section 8 Administrator(s) including vacancy notification and Section 8 inspections; perform all duties related to Resident selection and retention; review and sign leases on behalf of the Owner and other lease up activities as needed; maintain rental records at each site and enter appropriate information on rent roll; serve as the purchasing agent and review and approve expenses related to New Clay House; supervise rent collection and receipts of other rental income and make deposits; perform duties related to late rental payments, court appearances, and evictions; inspect New Clay House to ensure cleanliness and safety; ensure the use of a preventative maintenance program at New Clay House; schedule and supervise building maintenance and repairs, ensuring quality and Resident satisfaction and maintain all operational records; resolve Resident grievances, conflicts, and problems with the help of Residential services staff; handle telephone inquiries and conduct tours of the building; prepare monthly reports as requested by the Senior Property Manager and/or Director of Property Management; work in a coordinated effort with the supportive services staff related to program planning, and implementation; and other duties as assigned by the Senior Property Manager and/or Director of Property Management. Qualifications for this position include 2-3 years of prior Residential property management experience, including experience with Section 8 leasing and low-income housing management. Knowledge of applicable federal and state housing laws, familiarity with budgeting and rental record keeping, and excellent supervisory skills are required.

Desk Clerk: The Desk Clerk is responsible for the daily operations of the building, monitoring the front desk, and ensuring the security of the building and safety of the Residents. The Desk Clerk reports to the Assistant Property Manager. Specific duties and responsibilities are to perform walk-through inspections of all common areas, including the grounds at the onset of his or her shift and to record any findings on the shift report; review prior shift reports with departing Desk Clerk; answer phones and direct calls while taking messages when necessary; be familiar with all Residents and respond to problems and emergencies as appropriate; check and monitor guest registration; collect rents; monitor any unusual activities of Residents and note the activities on the shift report; monitor cameras, note any suspicious activity and respond accordingly; file and maintain paperwork for the property; and other duties assigned by

the Assistant Property Manager. Qualifications for this position include an ability to relate well to others and respond to emergency situations calmly, appropriately, and quickly.

Maintenance staff: The Maintenance staff is responsible for the cleanliness and light maintenance of the building. The Maintenance staff reports to the Assistant Property Manager. Specific duties and responsibilities are to perform general cleaning of kitchen, lounge, multipurpose rooms and offices; wet mop all tile floors in common areas; clean and disinfect community restrooms; clean entryway doors; collect trash and transfer to outside receptacles; clean laundry rooms, filters, empty trash, wipe out machines, and remove lint; dust mop stairwells; dust furniture in common areas; wet mop stairwells at least weekly or as needed; wipe down walls and doors as required; clean parking lot with blower as required; check emergency lights and change as needed; replace lighting in common areas as needed; inspect secured areas, electrical room, and storage rooms; rinse inside of all trash receptacles; clean stove and refrigerator in community kitchen as needed; maintain current inventory of maintenance equipment; maintain inventory of cleaning supplies and submit requisition for reorder; spray and buffer common areas; pick up trash in parking lot, as needed; turn over vacant unit(s) per the direction of the Assistant Property Manager; and other duties as assigned. Qualifications for this position include experience in building maintenance.

Night Monitor: The Night Monitor is responsible for the security of the building between 12:00 midnight and 8:00 AM. The Night Monitor reports to the Assistant Property Manager. Specific duties and responsibilities are to monitor security throughout the building; respond to all confrontational and emergency situations from midnight to 8 AM; respond to Resident's needs to access building in the event of lock-out; prepare written incident reports; meet with the Assistant Property Manager and any Resident who violates policy during the overnight hours on an as need basis; attend staff meetings and agency annual staff retreats; other duties as assigned by the Assistant Property Manager. Qualifications for this position include an ability to get along well with others, excellent skills in conflict resolution, the ability to handle emergency situations, and good oral communication skills.

Case Manager: The Case Manager is responsible for the provision of case management services at New Clay House. The Case Manager is also a participant in the VSH Blended Management Team and works with the Assistant Property Manager and Senior Property Manager to ensure a safe and secure environment for the Residents. The Case Manager is primarily responsible for encouraging Residents to become more independent and self-sufficient. The Case Manager reports to the Clinical Services Supervisor. Specific duties and responsibilities are to provide case management and referrals to Residents; maintain individual files on each Resident through documentation of meetings, community contacts, etc.; assist in organization of Resident-initiated and coordinated activities; perform Resident screenings as assigned in cooperation with property management; attend supervision meetings with the Clinical

Services Supervisor as scheduled; attend staff and Board meetings as requested; assist in the preparation of statistical and budget reports; attend local civic and community meetings and conferences as requested; and other duties, as assigned. Qualifications include a BSW with experience in working with low-income and/or homeless adults, demonstrated skills and abilities in case management and crisis intervention, knowledge of the homeless population and relevant resources, the ability to interact in a professional manner with Residents, peers, and collateral agencies, good computer skills, and good oral and written communication skills.